

## Complaints to the BBC

This fortnightly report for the BBC complaints service<sup>1</sup> shows for the periods covered:

- the number of complaints about programmes and those which received more than 100<sup>2</sup> at Stage 1 (Audience Services);
- findings of subsequent investigations made at Stage 2 (by the Executive Complaints Unit)<sup>3</sup>;
- the percentage of all complaints dealt with within the target periods for each stage.

NB: Figures include, but are not limited to, editorial complaints, and are not comparable with complaint figures published by Ofcom about other broadcasters (which are calculated on a different basis). The number of complaints received is not an indication of how serious an issue is.

### Stage 1 complaints

Between 4-17 July 2022, BBC Audience Services (Stage 1) received a total of **4,998** complaints about programmes. **8,172** complaints in total were received at Stage 1.

BBC programmes receiving more than 100<sup>2</sup> complaints during this period:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
Wimbledon	BBC One	04/07/2022	Bias against Nick Kyrgios.	112
Wimbledon	BBC One	10/07/2022	Bias both for and against Nick Kyrgios / audible on-court swearing / inappropriate to broadcast unsportsmanlike behaviour.	150
Women's Euros 2022	BBC Two	12/07/2022	Inappropriate or "racist" to discuss diversity in sport.	222

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<sup>1</sup> Full details of the service are in the [BBC Complaints Framework and Procedures](#) document.

<sup>2</sup> As defined in the [BBC Complaints Framework and Procedures](#) and regulated under [Ofcom's Broadcasting Code](#).

<sup>3</sup> Excluding investigations of online material outside Ofcom's remit.

Panorama: SAS Death Squads Exposed: A British War Crime?	BBC One	12/07/2022	Bias against the SAS.	460 (after invitations to complain were posted online)
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96% of all complaints dealt with between 4-17 July 2022 received an initial response within the stage 1 target period of 10 working days.

Recent BBC public responses to significant complaints at Stage 1 are published at:

<http://www.bbc.co.uk/complaints/complaint/>

## Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 13 findings at Stage 2 between 4-17 July 2022. Highlighted text links to published findings<sup>4</sup>. Further information on complaints which were upheld or resolved after investigation by the ECU can be found here: <http://www.bbc.co.uk/complaints/comp-reports/ecu/>

Programme	Service	Date of Transmission	Issue	Outcome
Panorama: Britain's Killer Roads?	BBC One	17/01/2022	Inaccuracies about road death statistics	<a href="#">Not upheld</a>
PM	Radio 4	31/03/2022	Bias on trans inclusion in sport	<a href="#">Not upheld</a>
Here We Go	BBC One	03/06/2022	Offensive reference to concentration camps	Not upheld
Election Scotland 2021: Leaders' Debate	BBC One Scotland	30/03/2021	Bias in audience selection	<a href="#">Not upheld</a>
BBC News (6pm)	BBC One	03/06/2022	Bias against Prime Minister	<a href="#">Not upheld</a>
Panorama: Partygate: Inside the Storm	BBC One	24/05/2022	Bias towards Prime Minister	<a href="#">Not upheld</a>
Breakfast	BBC One	24/03/2022	Failure to mention think tank's political orientation	<a href="#">Not upheld</a>
PM	Radio 4	30/11/2021	False impression that audience had requested more coverage of trans issues	<a href="#">Not upheld</a>
Platinum Jubilee: Trooping the Colour	BBC One	02/06/2022	Offensive reference to the Irish	<a href="#">Not upheld</a>

<sup>4</sup> These include all upheld, partly-upheld and resolved findings, all not-upheld findings concerning impartiality and accuracy and all findings where there were more than 100 complaints about the same issue at Stage 1.

The World at One	Radio 4	04/03/2022	Risk from attack on nuclear plant exaggerated	<a href="#">Not upheld</a>
Sportscene: Scottish Cup Final	BBC Scotland	21/05/2022	Bias against Rangers FC	<a href="#">Not upheld</a>
Today	Radio 4	06/01/2022	Bias on outcome of Colston statue trial	<a href="#">Not upheld</a>
News (6pm)	Radio 4	07/01/2022	Anti-white racism	Not upheld

92% of complaints (12 out of 13) dealt with between 4-17 July 2022 received a response within the target time.